

NSLDS

GENERAL/SPECIFIC QUESTIONS ON NSLDS DATA:

Q (N): What's your timetable in terms of paying?

A (N): In theory, 45 days after the end of the quarter and up to 60 days after the end of the quarter. I believe the statute references timely, that we can't do administrative delays or anything like that.

A (N): (Pam Eliadis, ED) I'm speaking for AFMS. But, they had to program their system in order to make this payment since it was new and they just loaded the data that we provided them into their system and that's why your first payment will probably come next week. But, after that, the data's in the system so the next two quarters I would think would be relatively quick. Probably right at the end of the quarter because it's going to be...you're gonna get the same payment for the second and third quarter so, once they get it into their system and it's been programmed into their system, I imagine it will be pretty fast for your second and third. The fourth quarter, since we have to do rerun numbers, that would probably be later because we need to give it time to get into the system.

Q (N): You said that the balances coming off of NSLDS are higher than the 1130?

A (N): Yes. For most people. Some are very close, right? They range from being very, very close to being quite a bit off.

Q (N): This is an AMF question. When you were comparing NSLDS to 1130, how did you define original principal outstanding on the 1130? I'm assuming it's the old 704 definition but I wanted to double-check that.

A (N): (Pam Eliadis, ED) It's the GLOS definition for OPO (*original principal outstanding*). So basically they look at the 1130, they added up the guarantees, they subtracted out all defaults, all bankruptcies, anything that was closed, and all paid-in-full and, at the end, it should end up with what your open principal balance was. So basically, they backed from 1130. They backed into it from NSLDS. We're looking at the open loans and in the 1130, they backed out all unopened loans. They backed out all cancellations.

A (N): You can't run the exact same formula on NSLDS because the data just isn't there - the ancient data just isn't there.

A (N): (Pam Eliadis, ED) We could get you the formula if you would like the formula that they used for the 1130. However, since it was a new fee, I think they just wanted to do a comparison for comfort level, but I don't think that they were ever considering using the 1130 figures for this fee.

Q (N): Let's go back to the beginning of repayment and you said something about the lender DER (*date entered repayment*) and the agency's not forwarding and updating that. I was under the impression that we really should be calculating the DER from the school information.

[A = Atlanta; B = Boston; C = Chicago; D = Dallas; N = New York; S = San Francisco]

A (N): The agencies were not updating the loan system with the correct date. We found at the lender they were generally right based on the school information. It is a school-owned date. The last date of attendance is a school-owned date. We recognize that—we'll do SSCR later. By being not updated, we meant that agencies were not updating their own systems.

Q (N): OK, but with whose date? Not the lenders...

A (N): No. It's the school date. The date that the lender had was generally right. They got it...we don't know how in some cases. We have no idea how they got the right date. Probably from talking to the student. The correct date was out there. Whether everybody had it was another question. The other problem with the date entered repayment that we found quite often was the multiple groups of loans with the same borrower. Borrower gets a loan, goes to school, the loan goes into repayment. Some years later, goes back to school, gets a bunch more loans. Those loans go into repayment and what it was doing was it was dragging the date. The date-entered repayment was basically at borrower level rather than loan level. It was dragging that old date with it and the cohorts for the old school and everything else. A loan was showing up in a cohort year for a school five years after it was actually in repayment. It was rather bizarre, but, that, apparently is quite a problem for some of the agencies to separate that data at loan level. And, still is.

A (N): (Pam Eliadis, ED) Enrollment information is kept at an account level at many agencies and it's also overlaid as kids keep switching schools. Enrollment information is at borrower level a lot of times and that isn't going to work.

Q (N): If I send through a loan and it errors out on the third level and then I force the record through a couple months later, it's still going to error out. Do I count it as two errors of the third level error file?

A (N): (Pam Eliadis, ED) Yes.

Q (N): So forcing the record through will cause me to have an inflated number of errors because you have the same loan with the same error, multiple times.

A (N): (Pam Eliadis, ED) Yes.

Q (N): So it's not a true picture.

A (N): (Pam Eliadis, ED) Right. Let me just mention a couple on the list that we are looking at. We're looking at number four. When we met in Florida, we were concerned about the number of incidents of guarantee agency principal interest collection preceding data errors. And, I think what we picked up in Florida is that our errors are kind of contrary to common business practices. So, we ask that NCHelp make a proposal to us about how we modify this error so that we don't have so many errors because of insufficient funds being the common cause. So, we're going to look at modifying that one as soon as we get proposals for NCHelp. The other thing I'd like to mention is the date of disbursement. NCHelp made a proposal to us several months ago about how we could modify this error. Both cancellations and disbursements moved back and forth constantly so we're making modifications - we took exactly what NCHelp proposed to us and we're going to be implementing that when we implement the Y2K edit at the end of March.

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Q (N): On the date loans sold for example, when we get our third level error report back, I'm showing 235 date loan sold errors. When your report comes back, I've got 7202 date loan sold errors. Is that because - this is what I thought was happening - that you're counting all the date loan errors... there are some accounts that might be invalid amount of outstanding principal balance and a date loan sold error and you're counting that date loan sold error but we're not.

A (N): (Pam Eliadis, ED) Separate - it was a separate error and was counted and it would be the cumulative value as in NSLDS.

Comment (N): (Pam Eliadis, ED) The only way to clean it out is to clean out the reconciliation and we try to say, while it's important that you count it, we're just trying to give you a reflection of what's accumulating in NSLDS. We wanted to give you a reflection of what your portfolio looks like and what we were seeing in NSLDS. So, what we're proposing to do is, eventually, we're going to modify the third level error file to get more data back so you can see what filters you're conflicting with and you're going to get more enhancements on it. But, we're not making a lot of changes to the calculation. Several times it's come up over the last few years of how we can modify the count to truly reflect because you're getting double counted first and third level and then we accumulate it every month. Those agencies that send the file back through, they count again. But, it's not been one of our top priorities. We've had other things to work on so there have been no plans to change it but there have been plans to give you more data. We have a preceding date error..well, what is the date on NSLDS. We're going to give you that date so you'll have more information to work the third level.

Q (N): These figures on the bottom go to management and it says 50% of errors and yet they're inflated errors and I have to constantly say I think they're inflated.

A (N): (Pam Eliadis, ED) They are inflated.

Q (N): There's no way to get them to reflect ...?

A (N): (Pam Eliadis, ED) It's not been a priority. Now, we can, again, prioritize it on your top ten list we have from NCHELP and see where it fits there. I think there are few other more important things that we have on the list.

ED Comment (N): How about maybe putting something on the report itself to say that these represent cumulative errors?

A (N): (Pam Eliadis, ED) It does say that.

ED Comment (N): Does it say that? That doesn't help?

Q (N): No. Because when you are trying to explain to your management why you're spending so much money getting your errors down and the official reports go to the president of the corporation and your errors . . . We're doing good.

A (N): (Pam Eliadis, ED) What we need to do then is we'll bring it back up as something to talk about..internal. Everything that we do has to have a priority on it. It'll have to be done. So we can, again, address that and bring comments back from these sessions and we'll put this back on the list as a concern. For those that do the work, this is a concern.

GLOS TECHNICAL ASSISTANCE SESSIONS
NATIONAL STUDENT LOAN DATA SYSTEM (NSLDS)

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Comment (N): (Pam Eliadis, ED) The last two weeks, we've held several meetings internally with ED employees and we've gotten ideas and suggestions for new loan status codes and what we're asking the Department employees to do is give us what they think that they need, why they need it, who they expect the data providers will be, and give us a good reason why it's really needed. Also, let us know if they think this is important to go back in time and if not, can it start the day that we implement the new loan status codes. The way we're rebuilding the system, once we implement our new system, repository build and we get our new loan status codes, it won't be nearly as impossible. We can continue to add loan status codes once we resolve the system so we're moving the times, I guess, so to speak. After we've gathered from the internal ED employees a list of codes also claim reason codes, other types of things. A lot of people have a misunderstanding of what a loan status code tells you and what other different types of codes tell you, such as claim reason code. So, we had to walk some employees through...you may only want to know why that claim was paid. It's not really a loan status code, so on and so forth. We're going to gather this together and get with the Department again, give them one final chance to give us any suggestions, then we're going to take it back to NSLDS and we're going to look at our system and the impact on our system. After we figure out what the impact would be, we're going to go out to all the data providers that are affected. We're going to ask the data providers if they have any codes that they would like to see. Also, find out if it's even possible for the data providers to start giving us what the Department wants. But, wanted to get to the Department first because we figure they're the users and they know why they're using it. As you all know, the Department uses NSLDS for many things and we have people that do research in there, we have budget people, we have accounting people, we had debt collections, we had input from so many different Department people, you wouldn't believe the input that we got. So, you will be hearing from us and we'll probably add that to an agenda item for the next NCHELP/NSLDS workgroup meeting and that's the end of April, I think. Oh, one more thing on repository (cd), we're going to go over the new law and look through anything in the new law that might affect NSLDS. So, we are taking HEA '98 into account as we do our repository build.

Q (S): Total guaranteed minus cancelled loans. Does this include defaulted loans?

A (S): No. Just full and partial cancellations.

A (S): (Pam Eliadis, ED) Account Maintenance Fee (AMF) is paid only on open loans in non-defaulted status.

Q (S): May become an issue due to the active recall (military) if reported as ID. That is, out-of-school but not in repayment 9-12 months after out-of-school date.

A (S): (Pam Eliadis, ED) Will keep as a reasonability query. But we'll know this may fluctuate due to extended grace period for military.

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Q (C): How will ED determine which loans will be omitted from payment? (How will ED define “loans that have not been updated”?)

A (C): No decision has been made yet. GLOS is doing a study on old loans. GLOS is currently looking at loans that have been on the system since 1995 and not updated since 1996. GLOS urges GAs to work with GLOS to identify reporting problems.

Q (C): NSLDS worked with several loan servicers, drawing down samples and having the servicers’ best data. About 20% of loans at all servicers tested were not found. Did the servicers check back with the lenders to see if either the lender had not transferred the missing loans to the servicers (e.g., the lender was servicing the loan) or to see if the lender had transferred the loan to a different servicer?

A (C): This was to be the case in a few instances.

Q (C): When will edits go into production?

A (C): The last week of March.

Q (C): Can GAs obtain a file to compare edits to previous submittals?

A (C): This was done with the October 1998 and January 1999 submittals. At this point it is not known whether NSLDS can go back and get the information.

Q (C): What is a “neglected loan”?

A (C): A loan that has not been updated for awhile.

Q (A): If there are 100,000 records to be reconciled, how does this affect the Guaranty Agency’s reimbursement for borrowers not verified?

A (A): NSLDS is verifying duplicate borrowers first - providing there is not more than one institution involved. If there is a second institution (or more) involved, then further steps have to be taken to verify the borrower’s record. If the record is not verified, then it is not reported again on the GA’s account. Currently, it takes two quarters to get the account verified within the system. The goal is to be able to verify each account transaction on a monthly basis.

DATA SOURCE / DATA ACCURACY / DATA UPDATE:

Q (S): If schools supply the address field, will the whole report error out?

A (S): (Pam Eliadis, ED) We will not take the address. But I was told that if there is a partial address (i.e., even a dot), report will error out. If the whole address is supplied, will ignore it.

Q (S): How far back is the Pell info?

A (S): (Pam Eliadis, ED) 1994. All of what we have in the NSLDS.

Q (S): Is the overpayment screen the only screen with update capability?

A (S): (Pam Eliadis, ED) Only people with security access can update information.

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Q (C): (GLOS to GAs) Do GAs feel they are getting timely information from lenders?

A (C): (GAs response) Some GAs are and some are not.

Q (C): Can GA compliance staffs do anything to assist NSLDS in regards to data accuracy during lender and school reviews?

A (C): GA compliance staffs can verify that the actual enrollment status, per the school, matches lender and GA records. Verify the data reported to lenders by reviewing school records, the data that was reported to lenders, and the data contained in the lenders' records.

Q (C): Is the data source on NSLDS for borrower status provided by the school or the GA? (What is the source of data on NSLDS? How is the source of enrollment data identified?)

A (C): The data on NSLDS is coded as to the source of the information, e.g. whether the data came from the SSCR or GA.

Q (C): (GLOS to GAs) Is it feasible to have more frequent reporting by GAs to NSLDS?

A (C): (GAs response) No, at this time. Because of so many data providers a whole month is needed to process the data.

Q (C): What is the source of the top ten errors?

A (C): The source is the January 1999 submission.

Q (D): Are GA contacts and E-mail addresses being considered?

A (D): Yes, we are looking at setting up organizational contacts.

Q (N): You mention that you're going to be going to the web to update the SSCR's. ...Instead of Title IV WAN. Do you have the timeframe in which you are doing this?

A (N): (Pam Eliadis, ED) Hopefully, the FAA web screens will be up sometime this summer. And, I think, initially, they'll have update capability on SSCR but we're also looking at different possibilities for full SSCR somehow through the web but it's going to start with updating capabilities or making a correction. Most schools only use the Title IV WAN online when they have to make a correction anyway. So, now, they'll be able to do it when they have the web screen and, hopefully, this summer.

Q (N): OK. Well you mentioned just update, would they still be able to add new students that come in?

A (N): (Pam Eliadis, ED) Yes.

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Q (N): If it was from the Clearinghouse, it funnels through NSLDS, it would default to SSCR or to you?

A (N): (Pam Eliadis, ED) I think one of the things the GA's asked for was if it was a Clearinghouse school, to tell you and I think that's why it's filled in there with a CH so you would be able to see CH if that date came through the Clearinghouse.

Q (N): Is there a field to show the last time the record was updated?

A (N): (Valerie Sherrer, ED) The answer is no. And the reason is its because of the way NSLDS stores data and it's something that everybody has asked for ...

QUERY:

Q (S): For open loans greater than 15 years, how does the edit work? Straight 15 years? Exclude deferment and forbearance?

A (S): (Pam Eliadis, ED) It is not an edit. It is a query. Queries can be customized to help GAs.

Q (C): Can the GAs run a query from NSLDS by school as to enrollment status?

A (C): GA queries are limited now. NSLDS will check whether this query would be possible.

Q (C): GAs can submit queries to NSLDS. In what format is the information returned?

A (C): GAs can request information in several formats: paper reports, text files, and Excel.

Q (C): Is it permissible to transmit NSLDS data such as identifying information by e-mail?

A (C): No! Identifying loan information, e.g. SSNs, cannot be transmitted by e-mail. E-mail is not secure.

Q (C): Is there a query to provide information?

A (C): Enrollment history screen has all enrollment data, changes, and source of data at the borrower level.

Q (C): Can a query be made for each borrower?

A (C): Yes! NSLDS will check for GA query capability.

Q (C): Can GA order query histories?

A (C): When Title IV WAN information is moved over to NSLDS' web site.

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Q (N): Our reporting period is the middle of September. We extract our data in the middle of October. So when you say September 30th, is that from our October extract or our September extract?

A (N): (Pam Eliadis, ED) We ran the query in January and we used effective dates so anything that was in there with those that were opened and we took the net guarantee amount, I guess, and, as of the end of September 30th, 1998 but we ran the query in January so it gave several months for GA's to get data into the system.

Comment (N): (Pam Eliadis, ED) Also, on these queries. They are set up a certain way but if there's something specific that you want, you can ask us. We will tailor these queries to your needs. Alison and Paul are the contacts and if you do want to request a file you go to them and, if you want something very specific, we can tailor that.

COHORT DEFAULT RATES:

Comment (N): (Pam Eliadis, ED) Right now we are providing what we're calling student loan information to schools which a school will be able to go onto NSLDS and get what their rate would be at that present time. So, it would be based on the latest, last two cohort periods. It will not be a cohort rate. We will not refer to it as a cohort rate. We've had schools request this information to assist them in looking at different default aversion methods and this was something that was planned in Project EASI. We are just going to be doing it in NSLDS. So, you may get some calls on that. Some of the GA's may be getting contacted because the schools will be able to request a backup file of all the loans that look like they are making up that information at that point in time. It will be calculated monthly. The schools will be able to go in and view what their rates may look like right now. If it was calculated today, this is where you'd look like you'd be although it's not an official rate. Obviously, a lot more information comes into the NSLDS by the time we calculate the official rate so the schools will be able to request a back up report of all these loans. It's going to help us with our new tracking of the HBCU's (*Historically Black Colleges and Universities*) and their default rates and showing the improvement that they need to show under the new reg now that they are going to be responsible like the other schools for default rates and penalized as well.

Q (N): And foreign schools?

A (N): (Pam Eliadis, ED) And, foreign schools, as you all know, do already get default rates. They will be getting the draft rate. They will be mailed out with the draft rate this time and final rates they will also get a rate.

Q (N): When will schools be able to access this?

A (N): (Pam Eliadis, ED) Probably Fall. This is something that just started. We're working with Default Management to make sure that what we're doing and what we're saying is okay. We're working with OGC (*Office of General Counsel*). We're just going through the process right now to get all the disclaimers in and the different information out there.

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Q (N): (Pam Moran, ED) Is there any thought of giving your lenders pilot access to that school's cohort data because you're going to have lenders who want or have to monitor where some of their schools are relative to the 10% and 5% provision?

A (N): (Pam Eliadis, ED) Right now, you can look up cohort rates through ED's web-screen. For this new project, the schools are now going to be able to monitor where they are and it's going to have a big impact on all of the things we've talked about over the last couple of days. We're looking at giving lenders access for browsing and that will be a suggestion we could take back. Until we get the lenders added to the Federal Register, we cannot add them to anything. We cannot give lenders access except through this one pilot that we're working with.

Q (S): Is it possible for GAs to get information on current cohort default rates for schools?

A (S): (Pam Eliadis, ED) Right now, only schools have the capability. We're working on security issues for guaranty agency and lender issues. There is a task order for what GAs and lenders could see. Right now, only the person working the default rates at schools have access.

GA Comment (S): If GA is tasked to reduce defaults, it would help to have this information to work with the schools and students.

A (S): (Pam Eliadis, ED) Will look into it. Will want to make the information available to IPOS also.

GA Comment (S): I want to second that. The information is critical to the guaranty agency to get access to default information. We get calls weekly from institutions on how to control the default rate. High default rate schools are usually proprietary which usually lack the staffing for analytical work.

A (S): (Pam Eliadis, ED) This is just the type of feedback we need. Know schools who are not able to work defaults. Good idea to make this available. Will be done in two phases: availability of screens (probably the end of summer) and availability of backup data.

WEB ACCESS TO DATA (GUARANTORS, LENDERS, SCHOOLS, STUDENTS):

Q (N): Will you be forwarding us some information to have access for web use?

A (N): (Pam Eliadis, ED) I know that they will have some sort of password and they have a password now to get into NSLDS through Title IV WAN. I'm not sure if that's going to change or not.

A (N): (Valerie Sherrer, ED) They're going to modify the present Title IV WAN sign-up with the NCS contract. They'll have a new level of security that the school as well as the guaranty agencies will be able to say that they do what and at what screens at each.... So every person who has access like you said, you have to go back with your social security

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number and the mother's maiden name, etc., because they're the same security levels for the web access. . . . Everybody who gets access to the web will get information in a Dear Colleague letter.

Q (N): Will there be training for the web screens?

A (N): (Pam Eliadis, ED) I'm sure there will be and I can find out the answer to that. We offer training quite frequently and with new items, I know that the web-based screens are being shown at the school conferences right now so that the FA administrators can get a preview of them. I think when they go on-line, they will have the computer set up for training as usual during our conferences and I will get with Melba who is our SSCR person to find out if they are planning to offer new training for when we go to the web for SSCR's. . . . There's nothing out there on the web right now. The FAA web-screens are changing almost daily. We have so many people at Raytheon working on these screens because it affects just about every part of NSLDS and they have to rewrite a lot of code to get the information into the web. So, to give you one thing today...as a matter of fact, what we showed you today is probably already outdated. That's how much it's changing. To make available something like that and then something changes, I think it would confuse people probably more - to give them too much information and then start changing the data around.

A (N): (Valerie Sherrer, ED) Normally, we do a CDT when we send out instructions about the new screens. I'm sure there's going to be a computer-based training diskette that when we send the SSCR user guide and guide for the financial aid administrators, you'll get it to practice.

Comment (N): (Pam Eliadis, ED) Right now, the only borrowers who have access are the new borrowers that are getting FAFSA ID's. That ID is linked through NSLDS and they are told how to get into their borrower web screen through NSLDS so it's a limited number of borrowers and each day, obviously, it grows but we're looking into ways to go back but we thought this is our best way to pilot this is to have a few borrowers add on as time goes on. If we get phone calls and suggestions, we can also make changes to the pages based on the calls we get through our customer service.

Q (N): With an old borrower that may not be taking out a new loan, when will they have access to this information?

A (N): (Pam Eliadis, ED) It's not available right now. We're looking into the reasonability of adding that capability. Right now, security is tight. The Department is concentrating on new borrowers and, eventually, hopefully, other borrowers will have access.

Q (N): What do you mean by new borrower?

A (N): (Valerie Sherrer, ED) New aid app. Anybody, Pell grant recipients, anybody who has applied.

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Q (N): A new app for a previous borrower will all his history show...?

A (N): (Valerie Sherrer, ED) Yes. They will see anything linked with the social security number. They're also going to get those borrowers that have double social security numbers and the wrong loan. You're going to get a frantic call, too, because it won't be their information.

Comment (N): (Pam Eliadis, ED) That's why we're starting it kind of slowly because we anticipate getting phone calls and we also want to show this to the guaranty agency because now that the borrower can see this, we wanted them to see what they can see.

Q (N): And how are they being told of this?

A (N): (Pam Eliadis, ED) When they get there...this is the results of your FAFSA, and here's your electronic PIN. This is what this thing can be used for.

Q (N): What if one of the old borrowers but new aid recipients feels the information that they are viewing is incorrect? How can they inquire on even that information?

A (N): (Valerie Sherrer, ED) That's when they are going to contact their lender or servicer. If they don't get an answer there, they'll probably come to the guaranty agencies.

Q (N): What if the student attends a Direct loan school?

A (N): (Valerie Sherrer, ED) You have to contact their school. The information comes directly from the Direct loan servicer so they will start with their servicer, but more than likely, they'll start with the school and work their way to find the person that can help.

Q (N): The screens that have the guarantor and lender to call, do you want telephone numbers to add to that?

A (N): (Valerie Sherrer, ED) Eventually, we'll use the contact screen for both you and the lender/servicer. Today, we just have the FFEL side which doesn't have phone numbers.

Q (N): I've talked to enough borrowers in my life where you say the outstanding principal balance as of some date. You really already put a disclaimer that this is coming off of NSLDS, but you want to have a large disclaimer because I could just see the borrowers calling up about payments.

A (N): (Valerie Sherrer, ED) That was a big concern of the servicer on the workgroup. These screens will be updated. We have the ability to update them constantly and we've been told by the servicer of the lenders that it is very important. It's very clear to the student that this won't show current payments.

Comment (N): (Pam Eliadis, ED) Hopefully, they'll look at the frequently asked questions but we know that that may not always happen, so, it is in there as you can see for how current is this information.

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Q (N): If a borrower were to call us, would our customer service representatives see the same thing that they are seeing on NSLDS?

A (N): (Valerie Sherrer, ED) It's the same source of data so it should all be the same. I mean, as soon as your update comes through, the web screens are updated with the most current information because it comes from the same source. Call us and tell us when that doesn't happen.

Q (N): Is there anything the students are seeing that we would not see? (Do the GAs see what borrowers see on the web site?)

A (N): (Valerie Sherrer, ED) You'll see more.

A (C): GAs see data in a different form that does not appear on the web site. Lenders do not have access to NSLDS.

Comment (N): (Pam Eliadis, ED) This summer is supposed to be when this first version of these web pages will go out. I'm not sure what the Department is going for, if they're actually replacing Title IV WAN or they're going to have to get some sort of successor system and I can't really answer too many questions but there's a lot of talk in the Department on what they're going to do with it. Right now, that's just an ongoing issue. I don't think that they can totally eliminate it.

Q (B): What's the implementation timeline for the students accessing the information on the web?

A (B): Students have access now if they have an EAC (electronic access code). No, it hasn't been announced yet.

Q (B): Is there going to be a big marketing effort to tell every borrower that this is where you can get information on your loan and go do it now?

A (B): That has not even been determined. I think it's going out on the web. In fact there will be a link directly from ED's home page so you will be able to get onto it but I don't know if I'm going to go out and tell the students hey it's there get on it. They haven't even announced it yet. I think that's probably what they're working out now is how they want to announce it to how many people if they want to push it on people or what.

Q (B): A lot of the Guarantee Agencies and some of the larger lenders and servicers already have data mining capabilities and the concern is where is it that the borrower is going to get this information? Again the assumption is that the information is all current and it's all the same and it's all done every quarter and so on and so forth. Is there any effort to coordinate that? Because there's a lot that's already out there in terms of borrower capability for accessing loan information. It's clearly not complete because it's not...going to have everything that NSLDS has on it in terms of grants and everything else.

A (B): Like I said HEA said we had to do it so that's why we did it. They had to have access to their loans.

[A = Atlanta; B = Boston; C = Chicago; D = Dallas; N = New York; S = San Francisco]

GA Comment (B): I might suggest that it might be coordinated with what's already there so there isn't a lot of confusion.

A (B): The data all come from the same system. Our data is only as good as the data that we're given. So, maybe that will be if you don't know there's a problem with the loan and you get a call from a borrower maybe that's a good way to get your data in there more accurately. All we can do is report what we're told.

GA Comment (B): My concern is how is this going to be presented and how are we supposed to interact with it. I mean you're giving a very powerful tool to everybody that's ever had a loan or Pell grant.

A (B): They need their own information. That's why we're going to try and put a link there and if there is a question then they can contact me or the guarantee agency or servicer. And the reason we're marketing it by the way is so those guarantee agencies can see what the borrowers are going to see. Although it hasn't been announced, we thought it would be a good idea since borrowers may start calling you on this information. This really isn't a market, this is what we're doing, this is what a borrower is going to see, please be aware that you might get some calls on it. We haven't gotten too much feedback on it yet. We're working actually with a couple schools to try to get feedback from some of the borrowers before it gets to the point of being announced. And I'll take the concerns back.

Q (C): On NSLDS web page – Borrower Inquiry Screen – is there a place that shows the status of the entire loan and not just the disbursement?

A (C): The status for the entire individual loan is shown, not just the disbursement.

Q (C): Is the source of the data on the web page from NSLDS?

A (C): Yes! Data moved from NSLDS screens to the web site.

GA Comment (C): The way it displays on the screen is confusing. It looks like just the status of the disbursement. Can the data display screen be set up differently to make that clearer?

Q (C): On the Student Access web page, how far back does the data go?

A (C): As far back as NSLDS has data.

Q (C): Is contact information taken from the information that the GAs enter?

A (C): Yes!

Q (C): From where does the lender and servicer contact information come?

A (C): From the lender and servicer contact screen.

Q (C): What do the GAs have access to now?

A (C): The GAs have access to loans that the GAs themselves have provided information to NSLDS.

GLOS TECHNICAL ASSISTANCE SESSIONS
NATIONAL STUDENT LOAN DATA SYSTEM (NSLDS)

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[A = Atlanta; B = Boston; C = Chicago; D = Dallas; N = New York; S = San Francisco]

Q (C): Regarding access to PLUS loan information on the web, who will have access to loan information? Parent? Student? Both?

A (C): ED does not know the answer to this yet. NSLDS will research. Stafford borrowers have an electronic access code.

Q (C): When will borrowers see NSLDS information on web site?

A (C): At this time, student borrower access screens are “live” on the web site.

Q (C): Will NSLDS advise customers that it is moving to the web site for all correspondence?

A (C): Yes! A Technical Notice will be sent out to all customers informing them of the move. A web site to aid professionals is a work in progress.

Q (C): Do GAs need IDs to view and get information off the Borrower Access Screens on the NSLDS web site?

A (C): Yes! GAs will have to obtain IDs from ED.

Q (C): What professionals will be able to access data on the NSLDS web site?

A (C): Only those professionals who have entered data into NSLDS. These professionals will only be able to access the data that they have entered into NSLDS.

Q (C): Will ED have access to NSLDS data on the web site?

A (C): ED will be the last to be given access to NSLDS data on the web site.

Q (C): Do servicers have access to data on the NSLDS web site?

A (C): No! Lenders do not have access either.

Q (S): Make sure the GA can see school data if we have not guaranteed one of the loans for a student. Will we be able to see that information?

A (S): (Pam Eliadis, ED) Working on security issues for GA and the need for backup. Hope to happen soon.

GA Comment (S): I just want to clarify that when the workgroup started, the GAs did not want the information to be available due to proprietary concerns and cross-marketing. GAs were the hurdle, but have now come to realize importance of sharing information.

Comment (Pam Eliadis, ED) (S): We’re also looking at access for lenders to view NSLDS information. There is an approval process to put lenders in and expand on what GAs can and cannot see.

Q (S): Regarding the web screen, where is the school refund information?

A (S): (Pam Eliadis, ED) Not there. Will check.

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Q (S): Concern about capped interest and outstanding principal balance. Information may appear inconsistent perhaps if there are different balances.

A (S): (Valerie Sherrer, ED) SAR/ISIR shows the guarantee amount. But when balances are in the NSLDS, outstanding balance would show both principal and capped interest. On the web, will show what the actual amount owed is with capped interest.

Q (S): What would be given to the student to access information?

A (S): (Pam Eliadis, ED) Will get an electronic access code (EAC) after the borrower files a FAFSA. When first logging on, ask last name, SSN, first 2 letters of first name, date of birth and EAC. ED hasn't announced the web screens yet, but will have more information. Don't know yet the date of official announcement. Will work with schools to let borrowers know. Put some notice in the FAFSA and ifap website.

A (S): (Valerie Sherrer, ED) Also have information in 1-800-4-FEDAID to get copy of SAR for EAC information.

Q (S): If student goes to the GA wanting information on the defaulted loan, but the student does not have access code, can GA get the information?

A (S): (Pam Eliadis, ED) Will go over the web screens for financial aid administrator. Hopefully would be the same type of screens the GAs would see. Will have security override. This is a two-fold area: Borrower would have the information first. Then screens will be made available to financial aid administrators and guaranty agencies.

Q (S): Will the GA addresses be on the website for direct link?

A (S): (Pam Eliadis, ED) Yes. Will need to know detail. Feedback on web screens is welcomed. Send feedback to Sandi McCabe: sandi_foy_mccabe@ed.gov or (202) 260-4311

Q (S): Regarding access to information: If a student has multiple loans with different guarantors, other GAs may have aggressive collection procedures that would be useful to know especially if GA is working on a compromise or repayment plan. It would be good to have all loan information available to GAs.

A (S): (Pam Eliadis, ED; & Valerie Sherrer, ED) Currently, GAs already have access to borrower information in the Borrower Tracking screen. Screen would not show the collections for default.

Q (S): If we want to put a change in the cohort default rate, for example, we find out information on 8/27/99 (and monthly report already submitted) and deadline is 8/28/99, can we have access on-line to NSLDS?

A (S): (Pam Eliadis, ED; & Valerie Sherrer, ED) Someday will be able to on the web (instead of submitting the PPC monthly). But not this year.

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Q (S): Is it possible for GAs to interface with NSLDS to provide information to the borrower once a borrower has been out of school? If borrower has no PC, can GA get the information to provide to students?

A (S): (Valerie Sherrer, ED) That will be the next phase – Borrowers with no new loans and how to use this information for debt counseling. The issue of security is a major one.

MISCELLANEOUS:

Q (A): Can the Guaranty Agencies get the NSLDS Software package?

A (A): Yes. Contact or write to NSLDS.

Q (D): Are there up to date publications?

A (D): No. Information is placed online.

Q (D): Are there any Y2K edits?

A (D): Yes. The system checks for anomalies.

Q (C): Does GLOS use IDEA on NSLDS reviews?

A (C): GLOS did not have IDEA at the time NSLDS reviews were being conducted. GLOS is using IDEA now to compare NSLDS loan data.

Q (N): How many schools are signed up with the Clearinghouse?

A (N): (Pam Eliadis, ED) As of the end of December, we had 2115 out of 6934 schools using the Clearinghouse as their servicer. That's 30.5% of all schools now set up for using SSCR. The Clearinghouse process is about 75% of our enrollment information.